

KIBWEZI-MAKINDU WATER AND SANITATION CO. LTD

CUSTOMER SERVICE DELIVERY CHARTER

SERVICE DESCRIPTION	REQUIREMENTS	CHARGE	TIMELINE
NEW WATER CONNECTION			
Category			
Domestic consumer	<ul style="list-style-type: none"> ✓ Filled up application form ✓ Copy of National ID card/ valid passport ✓ Provide the required materials. 	<ul style="list-style-type: none"> ✓ Connection fee ✓ Ksh 2,500 ✓ Deposit fee Ksh 2,500 	3 days
Commercial consumer	<ul style="list-style-type: none"> ✓ Filled up application form ✓ Copy of ID/passport ✓ Provide the required materials. 	<ul style="list-style-type: none"> ✓ Connection fee ✓ Ksh 2,500 ✓ Deposit fee Ksh 3,500 	3 days
Schools	<ul style="list-style-type: none"> ✓ Filled up application form ✓ Copy of certificate of registration. ✓ Provide the required materials. 	<ul style="list-style-type: none"> ✓ Connection fee ✓ Ksh 2,500 ✓ Deposit fee ✓ Ksh 10,000 for less than 200 m³ and ✓ Ksh 20,000 for 200 m³ and above 	5 days
Water kiosks	<ul style="list-style-type: none"> ✓ Filled up application form ✓ Copy of national ID card/ valid passport/registration certificate ✓ Provide the required materials. 	<ul style="list-style-type: none"> ✓ Connection fee ✓ Ksh 2,500 ✓ Deposit fee Ksh 5,000 	5 days
METER READING & BILLING SERVICES			
Supply of water by Tanker	<ul style="list-style-type: none"> ✓ Consumer formal order/ request ✓ Prove of payment for the service. 	<ul style="list-style-type: none"> ✓ Ksh. 5,000 for the tanker of 10M³ within Kibwezi and Makindu towns and their environs. ✓ Ksh. 8,000 for the tanker of 16M³ within Kibwezi and Makindu towns and their environs. 	24 hours
Meter servicing	<ul style="list-style-type: none"> ✓ Allow access to premises and co-operation. 	Free	2 days.
Meter testing	<ul style="list-style-type: none"> ✓ Allow access to premises and co-operation. 	Free	24 hrs.

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Special meter reading	✓ Formal request	Free	2 days
Bills generation	✓ Meter reading	Free	30 days cycle
Billing query and related resolutions	✓ Account No ✓ Phone No ✓ Registered query at the Customer care desk.	Free	3 Working days
Leak / burst repairs	✓ Report	Free	24 Hrs
Water supply disconnection & reconnection at the request of consumer	✓ Formal customer request. ✓ Full settlement of the account bill.	Ksh 400	2 Days
Re-connection of water supply after disconnection due to non-payment.	✓ Allow access to premises and co-operation.	Free	24hrs
Refund of refundable customer deposit fee	✓ Request for cancellation of the service contract. ✓ Payment of all water charges due. ✓ Production the original receipt.	Free	7 days
Written enquiries-mail /letter.	✓ None	Free	5 Working days
Verbal / telephone enquiries.	✓ None	Free	Instantaneous.
Bill Dispatch	✓ None	Free	Real time